



Title VI Complaint Procedures

These procedures are for complaints of discrimination, other than employment discrimination, by the Gerald R. Ford International Airport Authority. They apply to discrimination by airport employees, contractors, concessionaires, lessees, or tenants of the Gerald R. Ford International Airport Authority facilities based upon race, creed, color, national origin, sex, age, or disability including but not necessarily limited to complaints under Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and the Age Discrimination Act of 1975. They cover any program or activity administered by the Gerald R. Ford International Airport Authority.

Any person who feels that he or she has been subjected to discrimination on the basis of race, creed, color, national origin, sex, age, or disability has the right to file a complaint with the Airport. These procedures do not deny or limit the right of a complainant to file a formal complaint with an outside agency, such as the U.S. Department of Transportation or Federal Aviation Administration (FAA), or to seek private legal counsel regarding discrimination.

Complaints must be filed within 180 days after the alleged discriminatory event, must be in writing, and must be delivered by one of the following:

By mail to: **Gerald R. Ford International Airport Authority**
Attn: Heather Day, Title VI Coordinator
Attn: Casey Ries, ADA Coordinator
5500 44th Street SE
Grand Rapids, MI 49512

OR

By email to: GFIAATitleVI@GRR.ORG

Complainants may also file a written complaint directly with the FAA:

By mail to: **Federal Aviation Administration**
Office of Civil Rights, ACR-1
800 Independence Ave. SW
Washington, D.C. 20591

1. If a complaint is received, the Title VI Coordinator will provide written acknowledgment to the complainant within ten (10) business days.
2. Upon the receipt of a written complaint, the Airport will investigate. With the complainant's consent, and in the best interests of all parties involved in the complaint, The Airport may make an attempt to resolve the matter informally.
3. Within 15 days of receiving a written complaint, the Title VI Coordinator will forward a copy of the complaint to the FAA Airport Nondiscrimination Compliance Program Team, along with a



statement describing all actions taken to resolve the matter and the results of such actions. The Title VI Coordinator will work with the Airport Nondiscrimination Compliance Program Team during this process.

4. The Title VI Coordinator will make every effort to complete discrimination complaint investigations with sixty (60) calendar days after the written complaint is received but recognizes that some investigations may take longer. The Title VI Coordinator will document each investigation in an investigation report.
5. Upon completion of the investigation, the Title VI Coordinator will issue either a closure letter or a letter of finding. A closure letter summarizes the allegations and states that there was no finding of a Title VI violation and that the investigation will be closed. A letter of finding summarizes the allegations and investigation findings and explains whether any disciplinary action, additional training, or other action will occur.
6. If the complainant disagrees with the conclusion of the investigation, the complainant may appeal in writing to the Gerald R. Ford International Airport Authority's Chief Executive Officer. The written appeal, including all arguments, evidence, and documents supporting the appeal, must be received within fourteen (14) business days of the decision letter. The Chief Executive Officer will issue a final written decision in response to the appeal within thirty (30) business days. The Chief Executive Officer's decision is final.
7. Copies of the complaint, summary of the investigation report, any response, and the Airport's decision letter(s) will be sent to the FAA.



Title VI Complaint Form

The Gerald R. Ford International Airport Authority is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, creed, color, national origin, sex, age, or disability as provided by federal and state laws including Title VI of the Civil Rights Act of 1964, The Civil Rights Restoration Act of 1987, and the Age Discrimination Act of 1975. Title VI complaints must be filed within 180 days from the date of the alleged discrimination.

The following information is necessary to assist us in processing your complaint. If you require any assistance in completing this form, please contact the Title VI Coordinator – Heather Day.

Complete this form, print it, sign it, and mail, or email to:

By mail to: **Gerald R. Ford International Airport Authority**
Attn: Heather Day, Title VI Coordinator
5500 44th Street SE
Grand Rapids, MI 49512

Or

By email to: HDAY@GRR.ORG

Complaint Information

Complainant Name	Email Address
Address	City, State, ZIP
Home Phone (include area code)	Business Phone (include area code)



Please check the reason(s) for which you believe you were discriminated:

Race

Color

National Origin

Disability

Creed

Sex

Age

Airport Service, Program, Opportunity or Activity Allegedly in Violation

Description of Service, Program, Opportunity, Benefit or Activity (if traveling, indicate Airline used)

Description of Alleged Violator (Airport, Tenant, Concessionaire, Contractor, Other)

Description of Alleged Violation and Requested Remedy

Has this case been filed with the Department of Justice or other government agency or court?



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If you answered “Yes” to the previous question, complete the following:

Agency or Court
Contact Person
Address, City, State, Zip
Phone
Date Filed
Other Comments

Signature _____

Date _____